

**ELECTRIC TRANSMISSION AND DISTRIBUTION REVIEW**

**ATTACHMENT “B”**

**SUPPLEMENTAL REPORT TO  
ANNUAL REPORT FOR 2019**

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**PART 411.120(b)(3) SUPPLEMENT TO ANNUAL REPORT**

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**Supplemental Report Section 1. Beginning with the 2003 Supplemental report filed on June 1, 2004 – The number and causes of interruptions for the annual reporting period. (Section 411.120(b)(3)(D)). Interruption will be defined in 411.20**

Table B-1: The following table summarizes the number of customer interruptions experienced in 2019 by cause category.

CATEGORY	NUMBER OF EVENTS	PERCENT OF TOTAL EVENTS
Animal Related	23	6.01
Vegetation Related	55	14.36
Employee\Contractor Personnel Errors	-0-	-0-
Underground Equipment Related	-0-	-0-
Transmission Equipment	-0-	-0-
Substation Equipment	1	0.26
Weather	105	27.41
Intentional\Maintenance	92	23.27
Other Alternative Supplier\Utility	1	0.26
Customer Equipment	28	7.31
Public	5	1.31
Overhead Equipment	31	8.09
Unknown	41	10.70
Other	-0-	-0-
Phase Overload	2	0.52

**Supplemental Report Section 2. Beginning with the 2003 Supplemental Report filed on June 1, 2004 – For those customers who experienced interruptions (controllable and uncontrollable) in excess of the service reliability targets listed below, (1) a list of every customer identified by a unique number assigned by the jurisdictional entity and not the customers' name or account number, the number of interruptions and interruption duration experienced in each of the three preceding years, and the number of consecutive years in which the customer has experienced interruptions in excess of the service reliability targets (Section 411.120(b)(3)(L))**

Mt. Carmel calculates that one hundred (100) customers on its system experienced interruptions (controllable and uncontrollable) which are in excess of the service reliability targets listed below. The following table provides the data requested in Supplemental Report Section 2 above.

Table B-2: Customers Experiencing Outages in Excess of Reliability Targets.

Customer Id. Number	Interruption \ Duration By Year (In Minutes)						Consecutive Years In Excess Of Targets
	2014	2015	2016	2017	2018	2019	
0752610000	15 Int. / 1122 Min.	7 Int. / 403 Min.	10 Int. / 780 Min.	7 Int. / 683 Min.	10 Int. / 983 Min.	10 Int. / 713 Min.	9
0986800000			11 Int. / 945 Min.	7 Int. / 423 Min.	11 Int. / 1161 Min.	8 Int. / 595 Min.	4
0751900000			8 Int. / 658 Min.	7 Int. / 413 Min.	10 Int. / 2205 Min.	8 Int. / 595 Min.	4
F-010N-110W-006-018							
0551031000				5 Int. \ 21242 Min.	8 Int. / 27173 Min.	6 Int. / 30111 Min.	3
0551041000				5 Int. \ 21242 Min.	8 Int. / 27173 Min.	6 Int. / 30111 Min.	3
0551045000				5 Int. \ 21242 Min.	8 Int. / 27173 Min.	6 Int. / 30111 Min.	3
0551051000				5 Int. \ 21242 Min.	8 Int. / 27173 Min.	6 Int. / 30111 Min.	3
0551071000				5 Int. \ 21242 Min.	8 Int. / 27173 Min.	6 Int. / 30111 Min.	3
0551065000				5 Int. \ 21242 Min.	8 Int. / 27173 Min.	6 Int. / 30111 Min.	3
0551061000				5 Int. \ 21242 Min.	8 Int. / 27173 Min.	6 Int. / 30111 Min.	3
0551023000				4 Int. / 21169 Min.	9 Int. / 27289 Min.	9 Int. / 30664 Min.	3
0550996000				5 Int. \ 21242 Min.	9 Int. / 27109 Min.	8 Int. / 13263 Min.	3
F-010N-110W-006-015							
0551109000				6 Int. \ 26377 Min.	10 Int. / 71656 MIN	10 Int. / 77504 Min.	3
0551131000				6 Int. \ 26377 Min.	10 Int. / 71656 MIN	10 Int. / 77504 Min.	3
0551376000				6 Int. \ 26377 Min.	10 Int. / 71656 MIN	11 Int. / 83684 Min.	3
0551381000				6 Int. \ 26377 Min.	10 Int. / 71656 MIN	11 Int. / 83684 Min.	3
0551336000				6 Int. \ 26377 Min.	10 Int. / 71656 MIN	11 Int. / 83684 Min.	3
0551341000				6 Int. \ 26377 Min.	10 Int. / 71656 MIN	11 Int. / 83684 Min.	3
0551306000				6 Int. \ 26377 Min.	10 Int. / 71656 MIN	11 Int. / 83684 Min.	3
F-010N-110W-006-001							
0551281000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	11 Int. / 83684 Min.	4
0551286000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	11 Int. / 83684 Min.	4
0551296000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	11 Int. / 83684 Min.	4
0551301000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	11 Int. / 83684 Min.	4
0551346000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	11 Int. / 83684 Min.	4
0551366000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	11 Int. / 83684 Min.	4
0551338000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	10 Int. / 83561 Min.	4
0551324000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	9 Int. / 83514 Min.	4
0551321000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	9 Int. / 83514 Min.	4
0551316000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min.	7 Int. / 64640 Min.	4

Table B-2: Customers Experiencing Outages in Excess of Reliability Targets. (continued)

Customer Id. Number	Interruption \ Duration By Year (In Minutes)						Consecutive Years In Excess Of Targets
	2014	2015	2016	2017	2018	2019	
0551261000			5 Int. / 3181 Min	6 Int. / 26377 Min	10 Int. / 71656 Min	6 Int. / 54526 Min	4
0551326000			5 Int. / 3181 Min.	6 Int. / 26377 Min.	10 Int. / 71656 Min	6 Int. / 54526 Min	4
SW-010S-120W-021-006							
0980550000				4 Int. \ 20293 Min.	8 Int. / 31518 Min	5 Int. / 26209 Min	3
0511173000				5 Int. \ 20344 Min.	4 Int. / 31583 Min	2 Int. / 26059 Min	3
0980545000				4 Int. \ 20293 Min.	4 Int. / 31583 Min	2 Int. / 26059 Min	3
0980555000				4 Int. \ 20293 Min.	4 Int. / 31276 Min	3 Int. / 26104 Min	3
0541048000				4 Int. \ 20293 Min.	3 Int. / 31216 Min	3 Int. / 26104 Min	3
0541051000				4 Int. \ 20293 Min.	3 Int. / 31216 Min	3 Int. / 26104 Min	3
0541062000				4 Int. \ 20293 Min.	4 Int. / 31276 Min	3 Int. / 26104 Min	3
0511211000				4 Int. \ 20293 Min.	3 Int. / 31216 Min	2 Int. / 26059 Min	3
0511190000				4 Int. \ 20293 Min.	3 Int. / 31216 Min	2 Int. / 26059 Min	3
0511175000				4 Int. \ 20293 Min.	4 Int. / 31247 Min	2 Int. / 26059 Min	3
0511072000				4 Int. \ 21665 Min.	3 Int. / 31216 Min	2 Int. / 26059 Min	3
0511780000				4 Int. \ 17356 Min.	4 Int. / 31276 Min	3 Int. / 10000 Min	3
F-010N-120W-028-011							
0541980000				5 Int. \ 21238 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
0541990000				5 Int. \ 21238 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
0541996000				5 Int. \ 21238 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
0542023000				6 Int. \ 21350 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
0542029000				5 Int. \ 21238 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
0542006000				5 Int. \ 21238 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
0542009000				5 Int. \ 21238 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
0542012000				5 Int. \ 21238 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
0542000000				5 Int. \ 21238 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
0541979000				5 Int. \ 21238 Min.	12 Int. / 44000 Min	8 Int. / 29345 Min	3
F-010S-120W-004-004							
0541220000				4 Int. \ 21379 Min.	8 Int. / 36675 Min	7 Int. / 28931 Min	3
0541231000				4 Int. \ 21379 Min.	8 Int. / 36675 Min	7 Int. / 28931 Min	3
0541235000				4 Int. \ 21379 Min.	8 Int. / 36675 Min	7 Int. / 28931 Min	3
0541238000				4 Int. \ 21379 Min.	8 Int. / 36675 Min	7 Int. / 28931 Min	3
0541215000				5 Int. \ 21379 Min.	8 Int. / 36675 Min	6 Int. / 16294 Min	3
0541243000				5 Int. \ 21379 Min.	8 Int. / 36675 Min	7 Int. / 28931 Min	3
0541240000				5 Int. \ 21379 Min.	8 Int. / 36675 Min	7 Int. / 28931 Min	3
0541250000				5 Int. \ 21379 Min.	8 Int. / 36675 Min	7 Int. / 28931 Min	3
F-010S-120W-004-006							
0541282000				4 Int. \ 21379 Min.	7 Int. / 11958 Min	8 Int. / 28995 Min	3
0541309000				4 Int. \ 21379 Min.	8 Int. / 12211 Min	8 Int. / 28995 Min	3
0541313000				4 Int. \ 21379 Min.	7 Int. / 11958 Min	8 Int. / 28995 Min	3
0541307000				4 Int. \ 21379 Min.	7 Int. / 11958 Min	6 Int. / 28879 Min	3
0541319000				4 Int. \ 21379 Min.	6 Int. / 11911 Min	8 Int. / 28995 Min	3
F-010S-120W-028-040							
0511053000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511055000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511065000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511070000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511071000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511074000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511079000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511084000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511101000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511086000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511114000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511132000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	1 Int. / 13035 Min	3
0511122000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511142000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511146000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511152000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511073000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511071100				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
0511091000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	3 Int. / 49037 Min.	3
F-010S-120W-028-036							
0511070100				4 Int. \ 21665 Min.	2 Int. / 43051 Min	3 Int. / 33820 Min	3
0511070300				4 Int. \ 21665 Min.	2 Int. / 43051 Min	3 Int. / 33820 Min	3
0511070600				4 Int. \ 21665 Min.	2 Int. / 43051 Min	3 Int. / 33820 Min	3
0511070500				4 Int. \ 21665 Min.	2 Int. / 43051 Min	4 Int. / 33865 Min.	3
0511071600				4 Int. \ 21665 Min.	2 Int. / 43051 Min	3 Int. / 33820 Min	3
0511070200				4 Int. \ 21665 Min.	2 Int. / 43051 Min	3 Int. / 33820 Min	3
0511070900				4 Int. \ 21665 Min.	2 Int. / 43051 Min	3 Int. / 33820 Min	3

Table B-2: Customers Experiencing Outages in Excess of Reliability Targets. (continued)

Customer Id. Number	Interruption \ Duration By Year (In Minutes)						Consecutive Years In Excess Of Targets
	2014	2015	2016	2017	2018	2019	
0511070800				4 Int. \ 21665 Min.	2 Int. / 43051 Min	3 Int. / 33820 Min	3
0511070700				4 Int. \ 21665 Min.	2 Int. / 43051 Min	4 Int. / 33881 Min	3
0511108000				4 Int. \ 21665 Min.	3 Int. / 41639 Min	1 Int. / 13035 Min	3
F-010S-120W-021-038							
0511272000				4 Int. \ 20251 Min.	2 Int. / 44771 Min	3 Int. / 27102 Min	3
0511268000				4 Int. \ 20251 Min.	2 Int. / 44771 Min	1 Int. / 14020 Min	3
0511257000				4 Int. \ 20251 Min.	2 Int. / 44771 Min	3 Int. / 27102 Min	3
0511254000				4 Int. \ 20251 Min.	2 Int. / 44771 Min	3 Int. / 27102 Min	3
0511248000				5 Int. \ 20273 Min.	2 Int. / 44771 Min	3 Int. / 27102 Min	3

**Supplemental Report Section 3. Beginning with the 2003 Annual Report filed on June 1, 2004 – for the customers identified in item #2, the Supplemental Report shall include the specific actions, if any, that the utility plans or has taken to address the customer reliability concerns.**

Mt. Carmel realizes the impact that continued multiple outages has on its customers. A review of the outages impacting those customers listed in Table B-2 above, for the most recent annual reporting period, indicates the following:

For Customer: 075-2610000 this service location is an oil well located at the southern most limit of circuit #41000 near the Wabash River. Mt. Carmel calculates that outage events impacted this location as follows: Three (3) or 30.00 % of the interruptions were identified as weather events, two (2) or 20% were identified as being related to overhead equipment issues, the remaining outages were attributed to public contact, customer owned equipment at the customers service point, and alternate supplier issues all being 10.00% of the total.

For Customers: 098-6800000 and 075-1900000 Mt. Carmel calculates that outage events impacted these customer as follows: Three (3) or 37.5% of the total interruptions were identified as being of Unknown Origin, two (2) or 25% were attributed to Weather causes, two (2) or 25% were identified as being related to overhead equipment issues, the remaining two (2) outages were attributed to public contact and alternate supplier issues each being 12.5% of the total.

Actions Planned or Taken: In the spring of 2019 Mt. Carmel reviewed the characteristics of the line section feeding these customers and upgraded the overcurrent devices upstream in an effort to better manage potential load issues. Mt. Carmel believes that four (4) events occurring at the substation or Source of Supply levels were large factors in these customers experiencing outages in excess of the event target. These include two (2) weather related events impacting the source substation for these customers, one (1) public contact event also impacting the source substation for these customers and a loss of supply event as a result of Alternate Supplier actions. Mt. Carmel plans to continue to use circuit inspection data and cyclical tree trimming to help to insure reliable service to these customers in the future.

Note: Mt. Carmel's service territory experienced an abnormally wet spring and early summer in 2019. Local reports indicated that as of June 25, 2019 the area had received approximately 13.73 inches of rainfall in excess of the normal for that period. Additionally, National Weather Service records indicate that Mt. Carmel's service territory received 60-70 inches of precipitation during 2019, which is 125-150% of the yearly normal for the area. Mt. Carmel monitors both current and forecasted river levels during these conditions and uses public media outlets to notify customers of anticipated long term outages in the areas known to be impacted by flooding conditions. Once high water conditions recede to at or below the flood stage threshold and ground conditions allow access, areas which were isolated are restored as soon as is practical and safe to do so.

Between late January and late June Mt. Carmel isolated locations in the low lying areas of the Wabash River due to flooding conditions when river levels were forecasted to reach levels above the nineteen (19) Ft. flood stage threshold. National Weather Service and USGS records indicate that the following river crests were recorded during this time period causing Mt. Carmel to initiate its isolation program for those areas along and near the Wabash River.

Table B-3: 2019 National Weather Service and USGS Recorded River Crests

DATE	CREST	MCPU ISOLATION DATES
01/30/2019	22.14 Ft.	01/25 – 02/04/19
02/15/2019	28.38 Ft.	02/08 – 02/24/19
04/06/2019	21.17 Ft.	04/03 – 04/11/19
04/28/2019	24.63 Ft.	04/25 – 05/08/19
06/01/2019	19.31 Ft.	05/30 – 06/06/19
06/26/2019	27.26 Ft.	06/18 – 07/01/19

Actions Planned or Taken: For those customers identified under “F-010N-110W-006-018” above. This line section is upstream of line sections F-010N-110W-006-015 and Line section F-010N-110W-006-001, additionally it is the source of supply for approximately ten (10) seasonally used recreational areas along the Wabash River. Mt. Carmel isolated this line section during the February and June 2019 events identified in Table B-3 above. Mt. Carmel calculates that these two incidents had a combined outage duration of approximately 29,795 Minutes per customer impacted. Mt. Carmel believes that these extended outage events as a result of flooding conditions in the current reporting period, and similar conditions in the two previous reporting periods, are major contributing factors in these customers exceeding service reliability targets in these three consecutive reporting periods. Mt. Carmel believes that due to the location and nature of the outages involved there is no action to be taken at this time.

Actions Planned or Taken: For those customers identified under “F-010N-110W-006-015” and “F-010N-110W-006-001” above. These line sections are downstream of line section F-010N-110W-006-018 listed above and serve additional seasonally used recreational areas along the Wabash River. In addition to being impacted by the isolation events of February and June 2019 identified in Table B-3 above Mt. Carmel isolated these line sections during the January, April 3 – April 11, and May events identified in Table B-3. Mt. Carmel calculates that these incidents had a combined outage duration of approximately 70,775 Minutes per customer impacted. Mt. Carmel believes that these extended outage events as a result of flooding conditions in the current reporting period, and similar conditions in previous reporting periods, are major contributing factors in these customers exceeding service reliability targets in these reporting periods. Mt. Carmel believes that due to the location and nature of the outages involved there is no action to be taken at this time.

Actions Planned or Taken: For those customers identified under “SW-010S-120W-021-006” above. These locations are seasonally used recreational areas along the Wabash River. Mt. Carmel isolated these locations during the February and June 2019 events identified in Table B-3 above. Mt. Carmel calculates that these two incidents had a combined outage duration of approximately 26,059 Minutes per customer impacted. Mt. Carmel believes that these extended outage events as a result of flooding conditions in the current reporting period, and similar conditions in the two previous reporting periods, are major contributing factors in these customers exceeding service reliability targets in these three consecutive reporting periods. Mt. Carmel believes that due to the location and nature of the outages involved there is no action to be taken at this time.

Actions Planned or Taken: For those customers identified under “F-010N-120W-028-011” above. These locations are seasonally used recreational areas along the Wabash River. Mt. Carmel isolated these locations during the February and June 2019 events identified in Table B-3 above. Mt. Carmel calculates that these two incidents had a combined outage duration of approximately 28,753 Minutes per customer impacted. Mt. Carmel believes that these extended outage events as a result of flooding conditions in the current reporting period, and similar conditions in the two previous reporting periods, are major contributing factors in these customers exceeding service reliability targets in these three consecutive reporting periods. Mt. Carmel believes that due to the location and nature of the outages involved there is no action to be taken at this time.

Actions Planned or Taken: For those customers identified under “F-010S-120W-004-004” above. These locations are seasonally used recreational areas along the Wabash River. Mt. Carmel isolated these locations during the February and June 2019 events identified in Table B-3 above. Mt. Carmel calculates that these two incidents had a combined outage duration of approximately 28,615 Minutes per customer impacted. Mt. Carmel believes that these extended outage events as a result of flooding conditions in the current reporting period, and similar conditions in the two previous reporting periods, are major contributing factors in these customers exceeding service reliability targets in these three consecutive reporting periods. Mt. Carmel believes that due to the location and nature of the outages involved there is no action to be taken at this time.

Actions Planned or Taken: For those customers identified under “F-010S-120W-004-006” above. These locations are seasonally used recreational areas along the Wabash River. Mt. Carmel isolated these locations during the February and June 2019 events identified in Table B-3 above. Mt. Carmel calculates that these two incidents had a combined outage duration of approximately 28,610 Minutes per customer impacted. Mt. Carmel believes that these extended outage events as a result of flooding conditions in the current reporting period, and similar conditions in the two previous reporting periods, are major contributing factors in these customers exceeding service reliability targets in these three consecutive reporting periods. Mt. Carmel believes that due to the location and nature of the outages involved there is no action to be taken at this time.

Hydraulic Aves - Actions Planned or Taken: For those customers identified under “F-010S-120W-028-040” above. These locations are seasonally used recreational areas along the Wabash River. Mt. Carmel isolated these locations during the February, April 25<sup>th</sup> and June 2019 events identified in Table B-3 above. Mt. Carmel calculates that these incidents had a combined outage duration of approximately 41,790 Minutes per customer impacted. Mt. Carmel believes that these extended outage events as a result of flooding conditions in the current reporting period, and similar conditions in the two previous reporting periods, are major contributing factors in these customers exceeding service reliability targets in these three consecutive reporting periods. Mt. Carmel believes that due to the location and nature of the outages involved there is no action to be taken at this time.

Actions Planned or Taken: For those customers identified under “F-010S-120W-028-036” above. These locations are seasonally used recreational areas along the Wabash River. Mt. Carmel isolated these locations during the February, April and June 2019 events identified in Table B-3 above. Mt. Carmel calculates that these incidents had a combined outage duration of approximately 33,820 Minutes per customer impacted. Mt. Carmel believes that these extended outage events as a result of flooding conditions in the current

reporting period, and similar conditions in the two previous reporting periods, are major contributing factors in these customers exceeding service reliability targets in these three consecutive reporting periods. Mt. Carmel believes that due to the location and nature of the outages involved there is no action to be taken at this time.

Actions Planned or Taken: For those customers identified under “F-010S-120W-021-038” above. These locations are seasonally used recreational areas along the Wabash River. Mt. Carmel isolated these locations during the February and June 2019 events identified in Table B-3 above. Mt. Carmel calculates that these incidents had a combined outage duration of approximately 27,044 Minutes per customer impacted. Mt. Carmel believes that these extended outage events as a result of flooding conditions in the current reporting period, and similar conditions in the two previous reporting periods, are major contributing factors in these customers exceeding service reliability targets in these three consecutive reporting periods. Mt. Carmel believes that due to the location and nature of the outages involved there is no action to be taken at this time.

### **Service Reliability Targets**

*(1) For the purposes of the Supplemental Report, service reliability targets are defined below:*

- A) Customers whose immediate primary source of service operates a 69,000 volts or above should not have experienced:
  - i) More than three interruptions in each of the last three consecutive years.
  - ii) More than nine hours of total interruption duration in each of the last three consecutive years.
- B) Customers whose immediate primary source of service operates at more than 15,000 volts but less than 69,000 volts should not have experienced:
  - i) More than four interruptions in each of the last three consecutive years.
  - ii) More than 12 hours of total interruption duration in each of the last three consecutive years.
- C) Customers whose immediate primary source of service operates at 15,000 volts or below should not have experienced
  - i) More than 6 interruptions in each of the last three consecutive years.
  - ii) More than eighteen hours of total interruption duration in each of the last three consecutive years.